Things to check if you are having trouble with the CPR workstation
> Check to ensure that you have access to the internet
> Ensure that the peripherals are plugged In the correct ports
>> **Port 1   ActivCard reader**
>> **Port 2   SCR 331 reader**
>> **Port 3   Identix fingerprint reader**
> Check all connections from the hub to computer.
> Ensure that PKI install roots are up to date. These can be run from https://www.infosec.navy.mil

Problems resetting PINs on 64k CACs.
> Ensure that you have loaded the service pack ActivCard Gold 2.2 (SP2) Patch from the Infosec website.
>> Go to https://www.infosec.navy.mil. On the left hand side margin you will see ActivCard Gold 2.2 (SP2) Patch.
>> Click on the 2.2SP2.zip link and open. You will need WinZip to perform this action.
>> Extract the file FIXS0502004.msp, then double click on to run the update.

ActivCard Error Code		Description	Possible Solution
1001	Bad Parameter	Unable to connect to CAC Issuance Portal. [ActivCard RSC error code 1001: Bad Parameter error.]	1. Ensure that ActivCard 2.2 SP 2 is installed from the Infosec site. 2. Uninstall and reinstall ActivCard 2.0 software. 3. Uninstall and reinstall CPR application.
1101	Hub Communication Error	The connection to the CAC Issuance Portal has failed. [ActivCard RSC error code 1101: JUB Client: Communication Error]	It is suggested that both Ports 80 and 443 be opened for all of the following IP addresses: 214.3.117.51, 214.3.117.53, 214.3.117.46, & 214.3.117.10.
1101	Hub Communication Error	When attempting to log onto the CPR application the following error is received: "Unable to authenticate to your CAC. The following errors occurred: The connection to the CAC Issuance Portal has failed. [ActivCard RSC error code 1101: HUB Client: Communication Error] Due to this error, you will not be able to perform CAC operations. " - or - The connection to the CAC Issuance Portal has failed. [ActivCard RSC error code 1101: HUB Client: Communication Error] Reestablish connection?	There are several things to check to resolve this issue: 1. Ensure that you have network connectivity. 2. Open IE and go to - Tools, - Internet Options, - Connections, - LAN Settings, - and click Advanced. Ensure that the "Proxy address to use" and "Port" fields for "Secure" are blank. Ask your network administrator for assistance with these settings if required. The firewall must be configured to allow direct access (no proxy) for port 443.

1009	No Perso reader present		This error has to do with the card reader configuration. 1. Open the "CPR Configuration" icon on the desktop. 2. Ensure that the correct readers are selected for the TASM and CAC holder. 3. If there two SCM readers, select the one that is not currently selected.
1016	Incorrect Card Reader Configuration	When attempting to log onto the CPR application the following error is received "Unable to connect to Common Access Card (CAC) Issuance Portal. [ActivCard RSC error code 1016: Incorrect Card Reader Configuration]	This error has to do with the card reader configuration. 1. Open the "CPR Configuration" icon on the desktop. 2. Ensure that the proper card readers are selected for the TASM and CAC holder.
30013	Unable to read data from the CAC	When attempting to log onto the CAC PIN Reset (CPR) application the following error is received: "Unable to read data from the Common Access Card (CAC) due to the following problems: Unable to connect to the card. [ActivCard BSI error code 30013: Error during communication with card.] Retry?"	This occurs when the Trusted Agent Security Manager's/CAC Trusted Agent's (TASM/CTA) card reader is not properly installed, the hub is not connected or is disabled. Ensure that the ActivCard reader and hub are connected properly. Ensure that the card readers are properly configured in CPR Configuration.
36317	Access Condition not Satisfied	[ActivCard RSC error code 36319 ACCUVOP Access Condition not Satisfied]	1. Ensure that ActivCard 2.2 SP 2 is installed from the Infosec site. 2. Uninstall and reinstall ActivCard 2.0 software. 3. Uninstall and reinstall CPR application.
30025	Unknown reader	Unable to read data from the CAC due to the following problems: Unable to connect to the card. [ActivCard BSI error code -30025: Unknown reader.]	This error has to do with the card reader configuration. 1. Open the "CPR Configuration" icon on the desktop. 2. Ensure that the ActivCard reader is select for the TASM. 3. If ActivCard does not appear in the drop down list, run the "CPRupdate.exe" patch from the Patches folder.
*****	Unable to initialize fingerprint reader	When changing from Identix fingerprint reader DFR-2080 to DFR-200 receive "Unable to initialize fingerprint framegrabber library. Ltflint has failed"	Reinstall fingerprint drivers. Contact the CPR helpdesk for Ift32.dll file. Copy the ITF32.dll file to the "Program Files\DMDC\CPR\Bin" folder

*****	Fingerprint reader not available.	Fingerprint reader not available.	This problem was resolved by removing and reinstalling both the Identix Fingerprint Reader and the CPR application. Under Control Panel; Add/Remove Programs remove CPR and the Identix Fingerprint Reader, unplug hub from the back of the computer and restart workstation. Once the workstation restarts, install the CPR application, patches, if required, and plug in the hub with peripheral devices attached. At this point Windows may find new hardware, specifically, the Identix Fingerprint Reader. Install the correct Identix drivers.
*****	Cannot connect to DEERS	Cannot reach the DEERS and CAC Issuance site	Ensure that the card readers are properly configured in CPR Configuration.
******	Cannot connect to DEERS	Cannot reach the DEERS and CAC Issuance site	Try the following sites from Internet Explorer: cac-cpr-1.dmdc.osd.mil wasp-ae.dmdc.osd.mil 214.3.117.46 214.3.117.53 If you are able to access these sites using Internet Explorer, but not using the CPR console (Tools, the Test Communications options) contact the CPR helpdesk for replacement hosts file. The CPR application requires that the "hosts" file be placed in the "C:\WINDOWS\system32\drivers\etc" directory. Windows requires that the file be names "hosts", with no extensions

*****	"Unable to open registry key"	Unable to open registry key: Software\DMDC\CPR\Timers\13 on …… Access is denied.	The CTA's should be able to be configured as local "User" provided that they are also granted the additional privilege to read the single registry key "HKEY_LOCAL_MACHIME/Software/DMDC/CPR/Timers/13". The local network administrator should have the access required for this task. Log on with Administrative rights. Select Start > Run > regedt32. Drill down through \HKEY_LOCAL_MACHINE\SOFTWARE\DMDC\CPR\TIMERS. Highlight the 13 folder and select "Security" the "Permissions" from the toolbar. Highlight "Power Users" and check the allow full control box. The CTA should now be able to log on and access the CPR console.
*****	*****	Optional security steps	Optional security steps to prevent unauthorized users: - Create Local Users Group on the laptop called CPR_Users - Add in Domain User Accounts of people registered to access the CPR application - Restrict "Log On Locally" Policy to just CPR_Users and Administrators Groups to prevent unauthorized users from accessing the CPR laptop.
*****	No TASM or CTA privileges	"An exception has been caught while starting the application. You do not have CAC Trusted Agent (CTA) or Trusted Agent Security Manager (TASM) privileges at this site."	When attempting to log onto the CAC PIN Reset (CPR) application the following error is received: "An exception has been caught while starting the application. You do not have CAC Trusted Agent (CTA) or Trusted Agent Security Manager (TASM) privileges at this site". This error indicated that you do not have TASM or CTA privileges at this site. Contact the CAC PMO.
*****	User ID in valid	User ID is invalid. SSL key is not defined.	Once a CTA account is created, it will take 24 - 48 hours for this account to become active.
*****	Unable to reset the new 'transitional' CACs	Unable to reset the new 'transitional' CACs	There is a patch for ActivCard 2.2 for the new 'transitional' card stock that can be found on the Infosec website. This information is located under PKI tab. Click on the link 'Next Generation CAC and ActivCard 2.2. https://www.infosec.navy.mil/PKI/ng_cac_issues_with_ac2_2.pdf Scroll down past the table information to the paragraph 2. There is a bulleted item 'ActivIdentity has provided a hotfix'. The patch is a link in this paragraph.

If you have encountered any errors or have improvements please notify the CAC PMO at (850) 452-7715 / DSN 452-7715